GENERAL CIRCULAR 516—NOVEMBER 13, 2007

TO: Members of the Bureau

FROM: Kay Higgins

RE: Enhancements to the Manage USR Web Product

ATTENTION: Unit Statistical Personnel

The WCRB is pleased to announce an enhancement to the Manage USR product in the Member Products area of the WCRB Web site. Effective November 13, 2007, carriers will be able to provide responses to WCRB Reject Letters using Manage USR, and choose a method to receive notification of Reject Letters.

It is hoped that this enhancement, used in conjunction with the Manage USR product, will improve the quality and timeliness of responses regarding rejected unit statistical data.

Electronic Response

The electronic response enhancement provides the ability to enter free-form comments and attach electronic documents to WCRB Reject Letters. The advantage to this enhancement is to allow you to respond to inquiries that do not require Correction or Replacement reports to be filed.

While you cannot attach WCSTAT files, acceptable attachment file formats are Microsoft Word (.doc), Portable Document Format (.pdf), bitmap (.bmp), and tagged image file (.tif). Examples of items you might attach are copies of policy documents that we do not have or hard copy unit reports. If you do not submit hard copy reports in response to reject letters today, you would not want to start attaching them.

Comments and attachments entered by WCRB staff are also available when viewing the Reject Letter on the Web site.

IMPORTANT NOTE: The intent of this enhancement is to provide a method for you to respond to edit failures when a Replacement or Correction report is not needed. When the response to the inquiry requires a Replacement or Correction report we prefer that you continue to submit your responses through CDX, in the WCSTAT format.

Option to Discontinue Receipt of Hard Copy Letters

The updated application also includes an option to discontinue the receipt of hard copy Reject Letters. A ***Unit Statistical Report Reject Letter Carrier Notification Preference*** form is located in the Forms area of the Web site. The form is used to notify WCRB of a carrier's preferred method of receiving unit statistical Reject Letter communications. Notification options are hard copy, e-mail notification or no notification.

➢ E-mail notification consists of an e-mail that contains a list of Letter ID numbers, and is sent to the carrier's designated contact on a daily basis. The e-mail does not include a copy of the letter. Two separate e-mails are sent; one listing newly issued letters, and one listing letters to which WCRB entered a comment.

➢ The No Notification option requires that the carrier retrieve the Reject Letters from Manage USR without any communication from the WCRB. NOTE: If the WCRB enters a response, you will be notified via e-mail.

➢ If no form is received by WCRB, hard copy Reject Letters will continue to be sent. Carriers that discontinue receiving hard copy are responsible for retrieving and responding to all unit statistical Reject Letters from the Web site.

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